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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2016/2017

MEC7433 - KNOWLEDGE MANAGEMENT APPLICATION (All sections / Groups)

14 JUNE 2017
2.00 p.m. – 4.00 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 2 pages including cover page with 6 Questions only.
2. Answer any **FOUR (4)** questions. All questions have equal marks.
3. Please print all your answers in the answer Booklet provided.

Answer any FOUR (4) questions. All questions have equal marks.

QUESTION 1

- a) Describe the 5 different types of knowledge transfer situations. (10 marks)
- b) Using a Decision Tree show how various characteristics of the knowledge to be transferred, the urgency, proximity etc. suggest the most appropriate transfer mechanism. (15 marks)

QUESTION 2

- a) Use the SECI Model to describe the processes involved in creating, sharing, and codifying knowledge takes place. (10 marks)
- b) What are the important aspects of Organisational and Individual Culture that influence effective knowledge management? (15 marks)

QUESTION 3

- a) Discuss some commonly occurring problems that businesses encounters. (10 marks)
- b) What benefits can businesses enjoy by using KM applications to address the problems you have identified? (15 marks)

QUESTION 4

- a) What can “technology” provide for KM? Is it the most important means of enabling KM? (10 marks)
- b) What are the important features of a successful application of technology in KM? (15 marks)

QUESTION 5

- a) What is a case study, and what is its purpose in KM? (10 marks)
- b) Briefly describe a case study given in the course. What did you learn from it? (15 marks)

QUESTION 6

- a) What personal skills need to be encouraged to develop Personal KM? (10 marks)
- b) How can an organization assist the employee in developing Personal KM, and what benefits can it bring to the organization? (15 marks)

End of Paper.